



## **GAHANNA CIVIL SERVICE COMMISSION APPLICATION PACKET FOR COMMUNICATIONS TECHNICIAN I**



**“The Mission of the Gahanna Division of Police is to serve and protect our diverse community by building partnerships to provide professional law enforcement services that safeguard the lives, rights and property of all.”**

**Respect - Commitment - Integrity - Professionalism**

## Salary Range

| 1/1/2023      |  | Year 1       | Year 2       | Year 3       | Year 4       |
|---------------|--|--------------|--------------|--------------|--------------|
| Hourly        |  | \$ 24.82     | \$ 26.81     | \$ 29.76     | \$ 33.34     |
| If Annualized |  | \$ 51,625.00 | \$ 55,755.00 | \$61, 909.72 | \$ 69,338.00 |

- New hires begin at Step 1 and advance to the next step after each year of service

## Statement of Hiring Standards

Along with the qualifications listed in the job description, candidates must meet the requirements of the City of Gahanna Background Hiring Standards. All information provided to the City of Gahanna will be verified through a **DETAILED** background investigation, including a truth verification examination.

**The Background Hiring Standards are contained in Appendix A.**

## Civil Service Process

The civil service testing process contains multiple steps. The steps include:

1. File an application during the specified times and meet the minimum qualifications as stated in the job posting.
2. Complete and pass the entrance examination.

The testing process is detailed in Gahanna Civil Service Rule 12, Police Radio Dispatcher Selection Procedures. To view civil service rules, visit <https://www.gahanna.gov/wp-content/uploads/2019/05/Civil-Service-Rules-Regulations-Adopted-5.8.19.pdf> . **See Appendix B for 2023 Hiring Timeline and job description.**

### *Step 1 - Formal Application with the City of Gahanna*

#### **Completing the Application**

- File an application between February 1- 28, 2023 at 11:59 PM, at <https://www.governmentjobs.com/careers/gahanna>
- After the application period, you will receive an invitation inviting you to Step 2 of the testing process.

#### **Claiming Military Service Credit**

**Military Service Credit:** Active Duty or Active Military Duty means full time duty with military pay and allowances in the armed forces. Reserve training, exercises and time less than 180 days shall be excluded. When an applicant has received a passing grade of seventy percent (70%), or the grade set by the Director of Human Resources as passing in a police officer final score, he/she shall be granted an additional credit of **two (2) points** for military credit. Requests for additional credit for military service, along with proof of satisfactory service, shall be submitted to the Human Resources Department with the application. Documentation for credit must be received on or before the close of the job posting. Such proof shall include branch of service, service dates, character of discharge (if not active) and/or are in good standing if currently active. Examples of an acceptable document for proof would be a DD-214 form or equivalent; or an official letter from the candidate's commanding officer.

## *Step 2 – Entrance Examination*

### **Date and Location of Test**

- The entrance examination will be administered by Criticall through an online server.
- The examination will be held remotely in March – April 2023.

### **Examination Information**

- You will receive an e-mail from HR at the City of Gahanna letting you know what your test window is to take the test and that you will receive an e-mail directly from Criticall.
- You will receive an e-mail invitation from Criticall directly, make sure to check your spam.
- If you have any IT related issues, contact the support team from Criticall directly as indicated in the e-mail invitation.

## *Eligible List*

### **Creation of Eligible List**

The eligible list will be created from applicants who successfully pass all steps in the hiring process. 100% of the eligibility score will be determined by the practical examination. Applicants will be notified of their standing after the list is created.

Duration of Lists. The term or eligibility of each list and of the names appearing thereon shall be for a period of one (1) year from the date of the establishment of the eligibility list. At the discretion of the Director of Human Resources, an eligibility list may be terminated before its expiration date or extended for an additional six (6) months.

Tied Scores. In the event two or more applicants receive the same score in open competitive examination, names of all applicants receiving such score shall be placed on the eligibility list with the same ranking.

### **Removal from Eligibility List**

See Section 12.09 of the City of Gahanna Civil Service Rules and Regulations.

### *Offenses in Examination*

See Section 12.04 of the City of Gahanna Civil Service Rules and Regulations

### *Appeals*

Per Chapter 149.05 of the City of Gahanna Codified Ordinances, appeals shall be in writing and shall be filed with the Clerk of Council within 30 calendar days from the date of the action being appealed. An appeal is considered filed when it is time stamped by the office of the Clerk of Council. Any appeal received after 5:00 p.m. on a business day or at any time on a non-business day shall be considered to be filed on the next business day.

*Entrance Examination Appeals -* Pursuant to Section 12.02 of the Gahanna Civil Service Rules, all challenges must be made to the City of Gahanna.

### *Selection Process completed by the Gahanna Division of Police*

After the eligible list is established, names will be certified to the Division of Police pursuant to Gahanna Civil Service Rules, Section 12.08(c). The following steps will be completed in the selection process:

1. Completion of background investigation paperwork
2. Truth verification examination
3. Comprehensive background investigation
4. Investigative interviews, including home, neighbor and employer interviews
5. Completion of PRADO Quick View Dispatch and Emotional Intelligence Assessment. This assessment will assist the Division in determining candidate fit in the department culture and organizational goals.
6. Chief's interview

After the Chief's interview, those selected candidates will receive a conditional offer of employment. All candidates receiving a conditional offer of employment must complete and pass the following:

1. Psychological Examination, including an exam and psychological evaluation by a licensed and certified psychologist

### **Non-sworn Tattoo Policy**

Non-sworn members shall not have visible tattoos on the head, neck, or hands. Otherwise, non-sworn personnel may have tattoos so long as the tattoos do not depict obscene, gang-related, sexual, nude, extremist, racist, or otherwise offensive images.

### **Contact Information**

If you have questions about this process, please carefully read through this packet to see if you can find the information you are seeking. If you are unable to find an answer to your question, you can reach us at:

Human Resources Department: [hr@gahanna.gov](mailto:hr@gahanna.gov) or 614-342-4457  
Police Recruitment Officer: [police.recruiting@gahanna.gov](mailto:police.recruiting@gahanna.gov)  
Background Detective: [chad.cohagen@gahanna.gov](mailto:chad.cohagen@gahanna.gov)

- *If you would like a paper-copy of this packet, you may pick one up from: Gahanna City Hall, HR Department (2<sup>nd</sup> Floor), 200 S Hamilton Rd, Gahanna, OH 43230. Office Hours are M-F, 8am-5pm.*

### **Accommodation/Interpreter**

Should you have a disability under the Americans with Disability Act and require a special accommodation for the test, please speak with a Human Resources representative within two business days of submitting the application. Medical documentation will be required. Should you require services of a professional interpreter during the examination, please contact a Human Resources representative within two business days of submitting the application.

### **Public Records**

The City of Gahanna cannot guarantee the confidentiality of the results of, or information obtained through our hiring procedures. Rulings of the Ohio Supreme Court relative to the Public Records Act indicate that, with certain enumerated exceptions, records maintained by a governmental entity are a matter of public record and, should a proper request be made by a member of the public for such records, the governmental entity would be required to make such records available to that member of the public within a reasonable period of time. Employment related documents, with the exception of medical records, maintained by the City of Gahanna related to these hiring procedures do not appear to fall within the enumerated exceptions.



# **Gahanna Division of Police**

## **Background Hiring Standards**

### **Communications Technicians**

#### **Appendix A**



All standards are cause for removal for time frames listed and any time during the selection process. Unless otherwise noted, standards that reference a time frame will be calculated from the date of application. Applicants are removed from the eligible list and selection process for any of the following reasons:

#### **A. Honesty/Falsification:**

1. At any stage of the selection process, the applicant provides false, incorrect or substantially inconsistent information.
2. At any stage of the selection process, the applicant fails to disclose or acknowledge any disqualifying behavior or activity on the part of the applicant, relative to, and governed by, any of the Background Hiring Standards.
3. The applicant's failure or refusal to answer or respond to oral and/or written questions during any phase of the selection process.
4. If applicable, any attempt by the applicant to distort the truth verification examination results.
5. The applicant's use or attempted use of political influence to secure employment.

#### **B. Personal History:**

1. A conviction of a misdemeanor crime of domestic violence involving use of force or threatened use of a deadly weapon is a permanent disqualifier under Federal laws for police officer applicants.
2. Verified or admitted physical abuse of one's spouse, ex-spouse, child, stepchild, and parent or any other relative or person with whom one lives, has a relationship, or has had a relationship.
3. Non-compliance with a court order or legal contract to provide child support, alimony or other financial responsibility as determined by the appropriate support enforcement bureau or a court of law within the preceding five (5) years.
4. Intentional violation of any protective or temporary restraining order as determined by a court of law within ten (10) years.
5. Verified or admitted sexual abuse of another to include, but not limited to, any of the following as defined in the Ohio Revised Code or similar federal, state, or local law of the jurisdiction where the offense occurred: Rape, Sexual battery, Unlawful sexual conduct with a minor, Gross sexual imposition, sexual imposition, importuning, Voyeurism.

#### **C. Employment:**

1. Two or more involuntary terminations and/or discharges from employment within the last five (5) years. This shall not include terminations resulting from a business ceasing operations or resulting from being laid off from a position of employment.
2. Post-probationary termination or resignation in lieu of discipline from any criminal justice related employment.
3. Abuse of a position of trust through theft of time or services.
4. Any incident of engaging in an act of discrimination or harassment.
5. Any pattern of repeated abuse of authority, lack of respect for authority or law, or lack of respect for the dignity and rights of others.
6. Any failure to establish and maintain a residence within a sixty-mile radius of police headquarters within 6 months of employment.



# Gahanna Division of Police

## Background Hiring Standards

### Communications Technicians

#### Appendix A



- D. Military History** – Except as provided below in Number 3 of this Section, applicants are removed from the selection process for any of the following reasons:
1. Dishonorable or Bad Conduct Discharge from the Military.
  2. Conviction of any article of the Uniform Code of Military Justice that is equivalent to a felony or other listed disqualifying misdemeanor in this standard under the Ohio Revised Code (ORC).
  3. An Other Than Honorable Discharge from the Military will be evaluated to determine whether the applicant should be removed from the selection process.
  4. Failure to register with selective service, if required by law.
- E. Traffic:**
1. Any conviction of vehicular homicide or related offense(s).
  2. OVI: Conviction within the past five (5) years including physical control; More than one (1) OVI conviction and/or physical control as an adult; More than two (2) OVI convictions, if one of the convictions was as a juvenile.
  3. Failure to possess a valid driver's license. Failure to hold auto insurance as required by resident state, if the applicant owns a motor vehicle.
- F. Gambling** – The term “gambling offense” includes any activity defined as gambling by a federal, state, local statute or ordinance in the jurisdiction where the activity occurred. Applicants are removed from the selection process for any of the following reasons:
1. Conviction of a gambling offense, within the last five (5) years.
  2. Admission to gambling that has resulted in an unstable financial or credit history within the last seven (7) years.
  3. Conviction of or admission to engaging in the promotion of illegal gambling activity wherein the applicant gains, or attempts to gain, a financial benefit.
- G. Criminal Activity:**
1. Any theft offense(s) as an adult, within the last five (5) years, which (a) singularly or cumulatively exceeds \$1,000.00; or (b) establishes a pattern of theft offenses from an employer during the course of employment.
  2. Any insurance claims or applications for welfare, workers' compensation, unemployment compensation or other public assistance benefit program determined to be fraudulent by the body overseeing the claim, compensation, or benefit program.
  3. Any admission or conviction of an offense, as an adult, defined as a felony by the federal, state, or local law of the jurisdiction where the offense occurred. An admission of a felony offense would be disqualifying unless otherwise addressed in these standards.
  4. Any admission or conviction of an offense, as a juvenile, of one (1) violent felony as defined by the federal, state or local law of the jurisdiction where the offense occurred.
  5. Any admission or conviction of a M-1 or M-2 misdemeanor offense, as an adult, as defined by the Ohio Revised Code or similar federal, state, or local law of the jurisdiction where the offense occurred in the last five (5) years will be reviewed in determining suitability for appointment (unless otherwise addressed in these standards).
  6. Any admission or conviction of soliciting another for sexual conduct/contact, whether or not the offense was legal at the time and place where the act occurred, in the last five (5) years.



# **Gahanna Division of Police**

## **Background Hiring Standards**

### **Communications Technicians**

#### **Appendix A**



7. Any admission or conviction of more than one (1) M-1 or M-2 misdemeanor offense, as a juvenile, as defined by the Ohio Revised Code or similar federal, state, or local law of the jurisdiction where the offense occurred in the last five (5) years will be reviewed in determining suitability for appointment (unless otherwise addressed in these standards) (does not include traffic or minor misdemeanors).
8. Any admission of an offense of carrying a concealed weapon within the last five (5) years if it is defined as a felony by the federal, state, or local law where the offense occurred.

#### **H. Controlled Substances:**

1. Any use or purchase of drugs of abuse (except marijuana) within five (5) years before application or admitted use during any portion of the selection process. Drugs of abuse include chemical agents/solvent-based substances and prescription drugs taken for reasons other than intended use, in more than one (1) incident without a prescription.
2. Any possession, use, or purchase of marijuana within one (1) year prior to application date or any time during the selection process, even if it is prescribed for medical usage.
3. Any illegal sales or manufacture of drugs of abuse, marijuana or prescription drugs after the applicant turned 18 years of age.

\*For the purpose of this standard the "use" of drugs includes, but not limited to, when an applicant smokes, puffs, ingests, tastes, injects, inhales, or otherwise tries, any illegal drug, including but not limited to, marijuana, cocaine, anabolic steroids, or chemical inhalants.

\*\*For the purpose of this standard, the "purchase" of marijuana or other illegal drugs include those purchases made by pooling of resources or money by the applicant and others for substances for their own use.

\*\*\* For those possessing medical marijuana cards, the Gahanna Division of Police follows federal drug guidelines in regard to controlled substances. The federal Controlled Substance Act (CSA) states that marijuana is a Schedule I drug; therefore, any use, even with a medical marijuana card, within the 1 year prior to application date is prohibited.

#### **I. Applicant Non-Responsiveness:**

1. Failure to appear for pre-interview/interview.
2. Failure to appear for physical fitness testing.
3. Failure to appear for or attempts to distort the truth verification examination.
4. Failure to appear for medical/stress test.
5. Failure to appear for psychological exam.
6. Failure to respond to phone calls or correspondence from agency personnel.
7. Unable to locate at address/phone number on file.
8. Applicant is no longer interested in employment with the Gahanna Division of Police.





# Gahanna Division of Police

## 2023 Communications Technician I Hiring Timeline

Appendix B



| Start                                                         | End       | Process                                                                                                                                                                                                                                        |
|---------------------------------------------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.1.2023                                                      | 2.28.2023 | <b>Application Period</b>                                                                                                                                                                                                                      |
| 3.1.2023                                                      | 3.10.2023 | <b>Email Notice to applicants</b> <ul style="list-style-type: none"><li>Applicants sent Criticall testing information</li></ul>                                                                                                                |
| 3.13.2023                                                     | 3.31.2023 | <b>Criticall Examination Administered</b>                                                                                                                                                                                                      |
| 4.10.2023                                                     | 4.21.2023 | <b>List certified by Human Resource Director</b> <ul style="list-style-type: none"><li>Applicants notified of results and placement on eligible list</li></ul>                                                                                 |
| Candidates will have 10 days to complete after PHS is emailed |           | <b>Personal History Statement</b> <ul style="list-style-type: none"><li>This will be completed using an online platform</li><li>PHS must be submitted prior to oral examination</li></ul>                                                      |
| 5.1.2023                                                      | 7.7.2023  | <b>Background Investigation</b> <ul style="list-style-type: none"><li>Candidates will receive notice to self-schedule truth verification examination</li><li>PRADCO quick view Law Enforcement and Emotional Intelligence Assessment</li></ul> |
| 7.10.2023                                                     | 7.14.2023 | <b>Notice to candidates to self-schedule Chief's interview</b>                                                                                                                                                                                 |
| 7.24.2023                                                     | 7.28.2023 | <b>Chiefs Interview of top applicants</b>                                                                                                                                                                                                      |
| 7.31.2023                                                     | 8.14.2023 | <b>Conditional Offer of Employment</b>                                                                                                                                                                                                         |

\*Timeline subject to change





### Position Description

|                                 |                                    |                                              |
|---------------------------------|------------------------------------|----------------------------------------------|
| <b>Contract Position Title:</b> | <b>Communications Technician I</b> | <b>Employee Type: Full-Time (40-hr week)</b> |
| <b>Working Title:</b>           | <b>Communications Technician I</b> | <b>DEPT: Public Safety</b>                   |
| <b>Job Code:</b>                | <b>3010</b>                        | <b>Ord/Contract: FOP-OLC</b>                 |
| <b>Reports To:</b>              | <b>Support Services Lieutenant</b> | <b>FLSA Status: Non-Exempt</b>               |
| <b>Revision Date:</b>           | <b>7.22</b>                        | <b>Civil Service Type: Classified</b>        |

#### **General Description:**

Performs intermediate technical work on an assigned shift dispatching law enforcement personnel usually in response to emergency situations; does related work as required. WILL WORK ROTATING SHIFTS to help cover a 24/7 radio room operation.

#### **Essential Functions of Work:**

- Receiving calls for service; dispatching personnel and equipment; maintaining records; entering data; preparing reports.
- Receives and transmits messages primarily by radio and maintains radio log on shift work in Computer Aided Dispatch System (CAD).
- Enters and retrieves a variety of data into computer system concerning department activities.
- Receives emergency calls, determines location and nature of emergency, and dispatches appropriate personnel and equipment.
- Dispatches vehicles where and when needed.

\*\*Regular, predictable, and punctual attendance is required

#### **Important Functions:**

- Receives complaints in person or by telephone, passes information on to appropriate units and keeps records of complaints/phone calls.
- Makes inquiries concerning vehicles via computer system.
- Monitors police frequencies and emergency frequencies.
- Makes criminal history and vehicle information checks.
- Performs a variety of filing, checking, and clerical functions for officers and the general public including accepting payment for bonds.
- Provides complex verbal pre-arrival instructions to callers as well as first responders including but not limited to emergency medical care, location of potential hazards, etc..
- Performs all other duties as assigned by supervisor.

#### **Material and Equipment Used:**

- Computer
- General Office Equipment
- Desktop and/or laptop computer along with all related equipment (Including Microsoft Office Suite software – Word, Excel, Access, and PowerPoint)

#### **Minimum Qualification:**

#### **Education and Experience:**

- High school graduate or equivalent
- Ability to type 45 WPM with minimal error

**Licenses and Certificates:**

- State of Ohio Notary (obtain within first six months of employment)
- Must be able to obtain LEADS certification within 6 months of employment
- APCO EMD/EMD certification (obtain within the first six months of employment)

**Knowledge, Skills, and Abilities:****Knowledge of:**

- Methods of operating two-way communication systems.
- Radio code system and teletype procedures
- Geography of the City and location of important buildings

**Skill in:**

- Typing with minimal error at least 45 WPM.
- Data Entry with minimal error at least 4,000 keystrokes per hour.
- Radio operations and related equipment; Telecommunications Device for the Deaf (TDD); telephone; two-way radio; LEADS and basic office equipment.
- Assisting and responding courteously and professionally to the public and co-workers.
- Quickly assessing an emergency situation and determining course of action.

**Mental and Physical Abilities (Ability to):**

- Listen, speak, and write articulately and clearly while interacting with the public, co-workers and emergency personnel.
- Remain calm in stressful situations.
- Establish and maintain effective working relationships with other communication officers, police officers, and the general public.
- Operate standard office, data entry and computer equipment, and communication consoles.
- Effectively multi-task with multiple calls, radio traffic and other tasks under emergency and often times, stressful situations.
- Work all shifts including holidays, weekends and mandatory overtime in order to handle the workload of the dispatching center.

**Working Conditions:**

This is light work requiring the exertion of up to 20 pounds occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surrounding and activities; the worker is not subject to adverse environmental conditions.

**Employee Acknowledgement and Receipt**

I confirm that I have received a copy of this job description and understand the requirements, essential functions and duties of the position.

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Print Employee Name

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Employee Signature

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\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date